



Problem Resolution Report

Ruggedized Tablet Resource Unit

HP/CoSD-086



Date: September 27, 2011

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide the addition of a Ruggedized Tablet resource unit to the Agreement to provide a solution for mobile computing business functions that require greater functionality and power than found in the Ruggedized Tablet asset.

Resolution:

A new resource unit for Ruggedized Tablet is added to Section 4.4.3.2 of Schedule 4.3 of the Agreement as per the section below:

- **Ruggedized Tablet**

Ruggedized Tablet hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Ruggedized Tablet hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year

The Ruggedized Tablet hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System.

Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

The initial standards for the Ruggedized Tablet will be both the Motion Computing J3500 and F5v mobile devices, as shown on Attachment 1 to this PRR, specifications of which will be added to Report 44 – Personal Computing Services Standards - Hardware Standards. Any updates to or modifications of the



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initial standards will be documented and approved through Report 44 – Personal Computing Services Standards - Hardware Standards.

The Ruggedized Tablets will be loaded with an approved County standard image per the requirements of Report 43 “Personal Computing Services Core Software Standards”. The Ruggedized Tablets will be provisioned with hard disk encryption services.

A new Resource Unit Fee for the Ruggedized Tablet is also added to Schedule 16.1, Exhibit 16.1-1 and Exhibit 16.1-2 as per Attachment 2 and Attachment 3 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties’ actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Bruce Petozza

Name: Bruce Petozza

Title: Contracts MGR

Date: 9/29/11

[Signature]

HP ENTERPRISE SERVICES, LLC

By: [Signature]

Name: Max Pinna

Title: Contracts Manager

Date: September 27, 2011

PRR 86 – Attachment 1

Standard Ruggedized Tablet Option A:

Motion Computing J3500

Hardware Use Case: Mobile Worker (inspectors, construction, other field services)



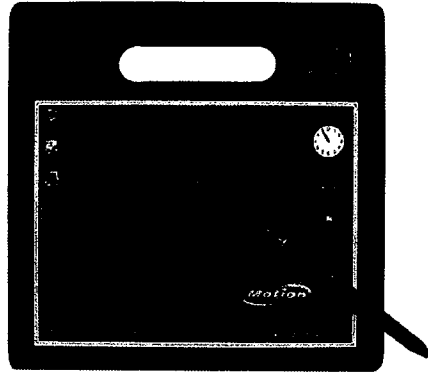
Components	Standard Ruggedized Candidate – Motion Computing J3500
Processor	Intel(R) Core(TM) i7 CPU U 640 @ 1.20GHz (4MB of L3 cache, 2 Cores/4 Threads)
Memory	2x2GB (4GB) DDR3 SO-DIMM PC3-10700S DDR3-1334 2 SODIMM slots (4 GB Max)
Video	Intel(R) HD Graphics (SM4.0, 64MB, PCI)
Display	12.1" AFFS+ LED backlight digitizer wide screen View Anywhere® (WXGA, 1280x800) display with Gorilla® Glass
Disk	128 GB SSD
Communications LAN:	Intel(R) 82577LM Gigabit Network Connection (Ethernet, 1Gbps)
Communications: Wireless Access Points	Intel(R) Centrino(R) Ultimate-N 6300 AGN
Communications: Mobile Broadband	Sierra Wireless Gobi 2000 Mobile Broadband Device 9001
Bluetooth	Integrated Bluetooth® 2.1+EDR Module

Ports	<ul style="list-style-type: none"> • 2 USB 2.0 ports • 1 External VGA port • 1 Microphone-in • 1 Headphone-out • 1 DC power in • 1 RJ-45 connector (Gigabit LAN) • 1 Keyboard connector • 1 Docking connector Slots <ul style="list-style-type: none"> • 1 Smart Card slot • 1 Express Card 34 slot
CD/DVD	No optical drive included *Optional 3rd Party USB Optical Drive
Webcam	3 MP Camera
Battery	Lithium-ion battery with 30WHr capacity - 1 battery capacity: ~3.3 hours / 2 battery capacity: ~7 hours; Hot swappable
Additional Requirements	<ul style="list-style-type: none"> • Integrated AuthenTec AES2550 Fingerprint Reader • Motion Speak Anywhere® noise cancellation technology • Multi-directional array microphone • TCG Trusted Platform Module (TPM) 1.2 • Energy Star Compliant
Comments	<div> <p>Mobile Broadband GOBI2000 3G mobile broadband technology certified on Sprint and Verizon 3G networks; 4G LTE certifications expected later this year (Fall 2011)</p> <p>Durability Meets MIL-STD-810G IP52 rated (Water, dust and splash resistant) Shock-mounted display and hard drive Durable Gorilla™ glass (non-touch configurations only) Rubberized coated bottom housing for shock dampening Magnesium-alloy internal frame</p> <p>Weight 3.6 lbs with 1 battery / 4.0 lbs with 2 batteries</p> </div>
Docking Station Options	
Input Device Options	

Standard Ruggedized Tablet Option B:

Motion Computing F5v

Hardware Use Case: Mobile Worker (inspectors, construction, other field services)



Components	Standard Ruggedized Candidate – Motion Computing F5v
Processor	Intel® Core™ i7 vPro™ Processor (1.46GHz)
Memory	4 GB (2x2GB DDR3 SO-DIMM PC3-10700S DDR3-1334)
Video	Intel(R) HD Graphics (SM4.0, 64MB, PCI)
Display	10.4" XGA TFT AFFS+ LED Backlight (1024 x 768) with durable Gorilla™ glass (standard)
Disk	64 GB SSD
Communications LAN:	Intel(R) 82577LM Gigabit Network Connection (Ethernet, 100Mbps)
Communications: Wireless Access Points	Intel(R) Centrino(R) Advanced-N 6200 AGN (802.11a (OFDM), AES-CCMP, 144Mbps)
Communications: Mobile Broadband	Sierra Wireless Gobi 2000 USB Composite Device 9001
Bluetooth	Integrated Bluetooth® 2.1+EDR Module
Ports	<div>1 USB 2.0 1 Docking connector Slots Optional Smart card reader</div>
CD/DVD	No optical drive included *Optional 3rd Party USB Optical Drive
Webcam	3.0 megapixel rear facing camera; optional front facing webcam

Battery	Hot swappable Lithium Ion standard battery with 40WHr. Battery life is greater than 4 hours; Hot swappable, Battery charging time: 1.5 hours
Additional Requirements	TPM 1.2, Integrated Fingerprint Reader with OmniPass software
Comments	<div> Mobile Broadband <ul style="list-style-type: none"> GOBI2000 3G mobile broadband technology certified on Sprint and Verizon 3G networks; 4G LTE certifications expected later this year (Fall 2011) Storage <ul style="list-style-type: none"> Optional 128&256GB SSD Durability <ul style="list-style-type: none"> passes nine MIL-STD-810G & IP65 certified (6' drop) certified, 6' drop MIL-STD-461F certified spill resistant keyboard </div>
Docking Station Options	
Input Device Options	

PRR 86 - ATTACHMENT 2

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown) Hardware lease/depreciation and maintenance, software license and maintenance, IMARs, Desktop Applications Directory	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (100% to 120% band)	Resource Unit Fee (120% to 130% band)	Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Ruggedized Tablet	Desktop Services - Personal Computing Services-Section 4.4	Tablet	Fixed monthly fee per unit		\$ 223.21	100	22,321	BI	\$ 258.38	\$ 241.93	\$ 209.83	\$ 202.58	Specific	3

PRR86 - ATTACHMENT 3

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component ** Desktop Services - Personal Computing Services--Section 4.4	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Revised Component Fee	Description of Components
Ruggedized Tablet		Tablet	Fixed monthly fee per unit		\$ 223.21		This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a Laptop).
				Hardware			3YR FIELD-READY WARRANTY J3500 3YR Display Protection Plan 3 Yr Accidental Damage Protect
				Hardware Maintenance/Break-Fix		11.18	This element comprises break-fix services, primarily labor and parts.
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMAR's		11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services. Model Office, and automated Software distribution.